Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Technical Officer /Unregistered EHO/Registered EHO/Enforcement Officers
Job Reference	Varies
Service	Enforcement & Safety Service
Team	Environmental Health
Location	Shute End
Reports to	Service Manager - Environmental Health (Commercial or Residential and Environmental Protection)
Responsible for	n/a (or inc grade 9 cover)
Grade	Career Grade 6-9
Contract Type	Permanent
Hours	Full-Time

Main Accountabilities	
Note: Grade 6 colleagues are expected to fulfil accountabilities numbered 1,2,3,4,and 5. The expectation of Grade 6 colleagues in respect of accountabilities numbered 6, 7, 8, 9, 10,11 and 12 is that they assist higher grade officers in fulfilment of their accountabilities, whilst developing their own practice to be fully accountable themselves.	
1	To use/wear and keep clean and presentable as necessary or required provided: personal protective equipment or work-wear (including branded items) for example, phone, laptop, radio, body-cam, vehicles, equipment, monitoring devices etc.
2	Research legal processes, methods of investigation and determining actions to resolve a case. Share knowledge with other officers, especially those new in post or with little experience of the subject matter, providing accurate and coherent advice and guidance.
3	Undertake personal development to enhance knowledge of the legislative framework required to resolve cases effectively, and of informal methods of case resolution. Assist with the design and development of tools and guidance notes for the areas of specialism to enable the team to self-serve and widen their knowledge.
4	Gather intelligence and organise site visits to gather evidence and resolve cases to reassure the public
5	Manage cases effectively and arrange consultation with others, including outside the council. Maintain confidentiality in line with agreed policy and relevant data protection legislation. Effectively prioritise and manage a workload potentially with high volumes of work, conflicting priorities or changing demand; to maintain a responsive, customer orientated, flexible and accountable approach.

6	Carry out desktop and onsite enquiries to establish facts, collect evidence and store and save it in accordance with service procedures. Write witness statements or PACE pocket book entries to record evidence from personal observation; interview witnesses in order to obtain a witness statement. To appear and give evidence at Court, Tribunal or other Statutory Hearing. Arrange and carry out PACE interviews under caution, supervise the collation of prosecution and enforcement paperwork and bundles. Ensure adherence to Criminal Procedure Rules in so doing.
7	Prepare notices for service in the correct format and ensure these are followed; To execute delegated enforcement powers and act as an Authorised Officer or signatory of the Council. Prepare and serve Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods. notices. Prepare and serve financial penalties in appropriate cases in consultation with the Service Manager. Organise informal resolutions such as setting up agreements with mediation or other third party suppliers of services.
8	Respond to Statutory consultations in respect of licencing applications. Respond to other consultations from Council departments, government and other agencies about matters within the scope of the role.
9	To organise work carried out in default of a third party, by arranging procurement processes to find suitable suppliers ensuring value for money. Assessment of tenders, appointment of contractor, supervision of works by contractors, negotiate any necessary variations and their monetary value, approval of payment, issuing of statutory demands for payment and registration of charges on the Land Charges register.
10	To provide understandable and accurate professional advice, guidance, reports and documents about work matters, to customers or colleagues.
11	To scrutinise reports, procedures, protocols, risk assessments, plans, proposals, applications, notifications, data, systems; and advise on their meaning, implication, priority, adequacy & recommend or make determinations within your required field of professional expertise

Qualifications	Essential	Desirable
Grade 6	A levels or equivalent Full UK Category B Driving Licence for cars / light van	Evidence of undertaking a relevant, CIEH accredited, BSc degree in Environmental Health, MSc in Environmental Health or equivalent. For example: Higher Certificate in Food Control BSc degree in Environmental Science or similar MSc in Environmental Protection or similar
Grade 7	CIEH accredited, BSc degree or MSc in Environmental Health or other equivalent relevant professional qualification For example: Higher Certificate in Food Control including practical food identification exam Advanced Professional certificate in food hygiene and standards control including practical food Identification exam Advanced professional certificate in private sector housing BSc or MSc in Environmental Science or similar	Working towards practitioner registration of CIEH or equivalent professional qualification. For example: Working towards practitioner membership of IEMA or IOA membership
Grade 8	Registered Practitioner of the Chartered Institute of Environmental Health (CIEH) or equivalent professional body i.e. EHORB Registration. and On-the-job experience in the application of environmental health in practice. Or equivalent Evidence of a minimum 10 hours Continuing Professional Development (CPD). Or the specified number of hours (CPD) required to maintain competence in the specialist area of work where this is more than 10 hours.	Specialist technical training (e.g. Food Safety, Health and Safety or Environmental Protection and Housing)
Grade 9	Chartered Environmental Health Practitioner or 3 years plus, post registration experience Specialist technical qualification in functional area. Or equivalent	Leadership and management training

Technical Skills.	**Essential**	**Desirable**
Grade 6	Demonstrate an ability to: Exercise sound judgement to make justifiable decisions Communicate effectively, both verbally and in writing to a range of audiences. Exercise initiative and response to problems and situations Ability to actively listen to extract and assess the important information. Develop appropriate solutions within agreed working practices and procedures. Negotiate, persuade, and influence others to change behaviours, to achieve desired outcomes. Competently use computerised information systems.	
Grade 7	As for Grade 6 Officer, however candidates are expected to rapidly develop Environmental Health skills and competency in Food, Health and Safety, Environmental Protection, Housing and public health with technical skills and competency in at least two out of 5 EH areas.	
Grade 8	As for Grade 7 Officer, and Investigate, question, critically analyse and objectively assess varied and complex, situations, policies and procedures. Correctly interpret and apply legal, procedural and technical guidance and standards. Make rational and defensible decisions in various situations, having regard to existing policy or procedure. Assess and identify where there is a serious and imminent environmental, health or safety risk and take appropriate action to address and control that risk. Act as subject matter lead, in topic area of EH. Mentor/coach Grade 6 and 7 officers.	
Grade 9	As for grade 8 and Undertake case work of greatest complexity and difficulty Act as subject matter lead, in topic area of EH of greatest difficulty and complexity. Mentor /coach grade 8 officers in topic areas of greatest difficulty and complexity. Leadership and Management Skills Deputise for Service Manager Oversee the allocation of proactive and reactive work and monitor progress and completion within service timelines.	Leadership and Management Qualification

Knowledge	**Essential**	**Desirable**
Grade 6	Demonstrate an understanding of; The role of Environmental Health Services with respect to protecting health, safety and the environment. A range of primary legislation and enforcement options, relating to Environmental Health. The principles and benefits of; • partnership working • Good customer care practice. The principles of data protection and freedom of information. Employer/employee responsibilities with respect to health and safety at work.	
Grade 7	As for Grade 6, but expected to develop knowledge required for registration with CIEH within 3 years (or equivalent)	Good working knowledge of the policies and processes involved in Environmental Health case resolution.

Grade 8	Thorough working knowledge of how to appropriately apply the following relating to a functional area is required; The range of remedies available to address any problems or contraventions Legislation, policy, standards, codes of practice and guidance relevant to appropriate areas of environment health Legal investigatory practice and techniques including interviewing, evidence gathering and case-building. An understanding of regulatory impacts on business and individuals. Processes/procedures applicable to the delivery of relevant services and local authority decision-making processes.	Developing and delivering campaigns and projects Working with partners to deliver outcomes Preparing and/or delivering training Preparing prosecutions files Institute legal proceedings on behalf of the Council.
Grade 9	As for Grade 8 and Develop and deliver campaigns and projects Preparing and /or delivering training Prepare and oversee preparation of prosecution files Institute legal proceedings on behalf of the Council Leadership and management techniques and practice	

Experience	**Essential**	**Desirable**
Grade 6	Dealing with conflict, emotionally demanding situations and/or vulnerable people. Critically analysing information and situations to solve problems and make decisions Working independently and as a team member. Prioritising and effectively managing workloads to meet deadlines.	Practical experience in a Environmental Services related field (eg work experience) Familiarity with working in the community, in a range of settings, eg homes/businesses/ public areas. Working in enforcement
Grade 7	As for grade 6, plus expectation that will rapidly develop practical experience on the job, and with confidence, progress to take on more complex work, with reducing need for supervision	
Grade 8	As for grade 6 and 7 plus Delivering Environmental Health interventions, e.g. complaint/accident investigations, and inspections. Dealing with conflict, emotionally demanding situations and/or vulnerable people in an Environmental Health context. Bringing about compliance, through persuasion and negotiation, Community and/or business engagement. Assessing relevant solutions, selecting and implementing the most appropriate in the particular circumstances. Drafting and serving appropriate, enforceable legal Statutory notices. Managing competing demands, effectively and efficiently, within agreed timescales, (using case management systems where appropriate). 20 hours of continuing professional development (CPD) per year is essential.	
Grade 9	AS for grade 8 plus Demonstrable evidence of delivering Environmental Health interventions of greatest difficulty and complexity Develop and deliver campaigns and projects Preparing and /or delivering training Preparing prosecution files Institute legal proceedings on behalf of the Council Leadership and management practice	

Purpose Details	
Service Purpose	The Enforcement & Safety Services is part of the Environment & Safety Department within the Place & Growth Directorate. It delivers a mix of statutory and local priority services across the disciplines of: • Environmental Health – Food Safety, Health and Safety, Environmental Protection, Housing, Public Health; • Licensing; • Anti-Social Behaviour. The Environmental Health Services purpose is; • To improve public health, the environment, community standards and business prosperity by changing business, community or individual behaviour through communication, partnership, project work, persuasion, advice, guidance or enforcement. • Efficient, effective and consistent resolution of Environmental Health case work. • Undertake food establishment inspections • Investigate work place health and safety incidents when required • Investigate / follow up Infectious Disease notifications as appropriate • Improve standards in the private rented sector • Reduce environmental impact of developments and commercial processes
Purpose of Role	Carry out efficient, effective and consistent resolution of Environmental Health reactive and proactive case work, identifying information needed to carry out an investigation and / or prepare an enforcement file and carrying out actions needed to resolve the case.

Supervision and Relationships	
Supervision Received	Reports to Environmental Health Service Manager – Commercial or Residential and Environmental Protection, who will provide general line management Receives tasking allocation and detailed supervision and guidance from Service Manager and from upper grade colleagues.
Supervision Given	Grade 6/7 none Grade 8/9 provides tasking allocation, detailed supervision and guidance of grade 6/7 colleagues Grade 9 deputises for Service Manager, and subject to operational needs may provide line management to grades 6-8

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	Y
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Hybrid working, mainly based at Shute End, with visits across the borough and home working.

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N

Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	None
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)